

Fig. 1

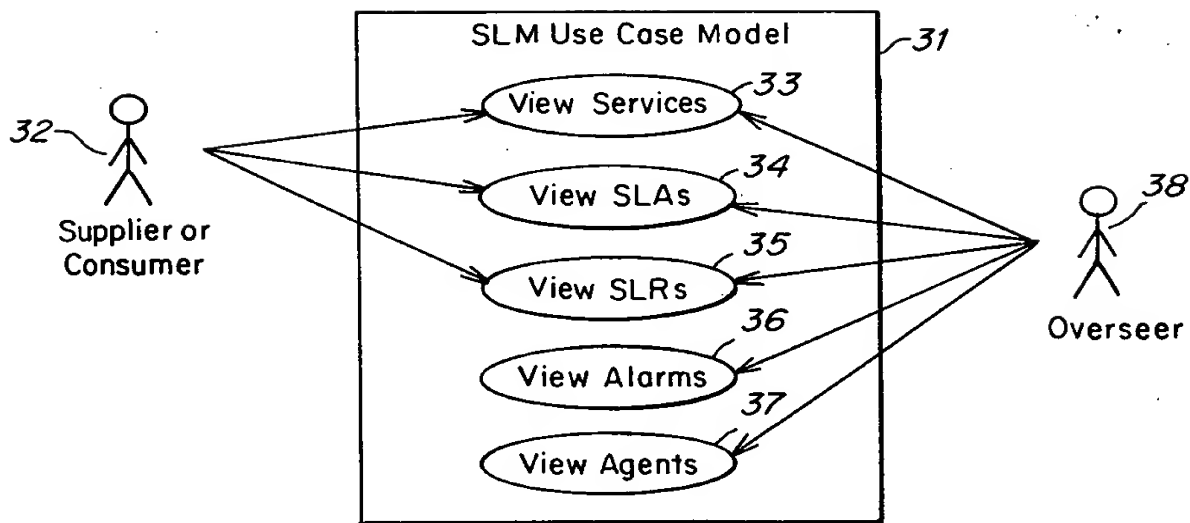


Fig. 2

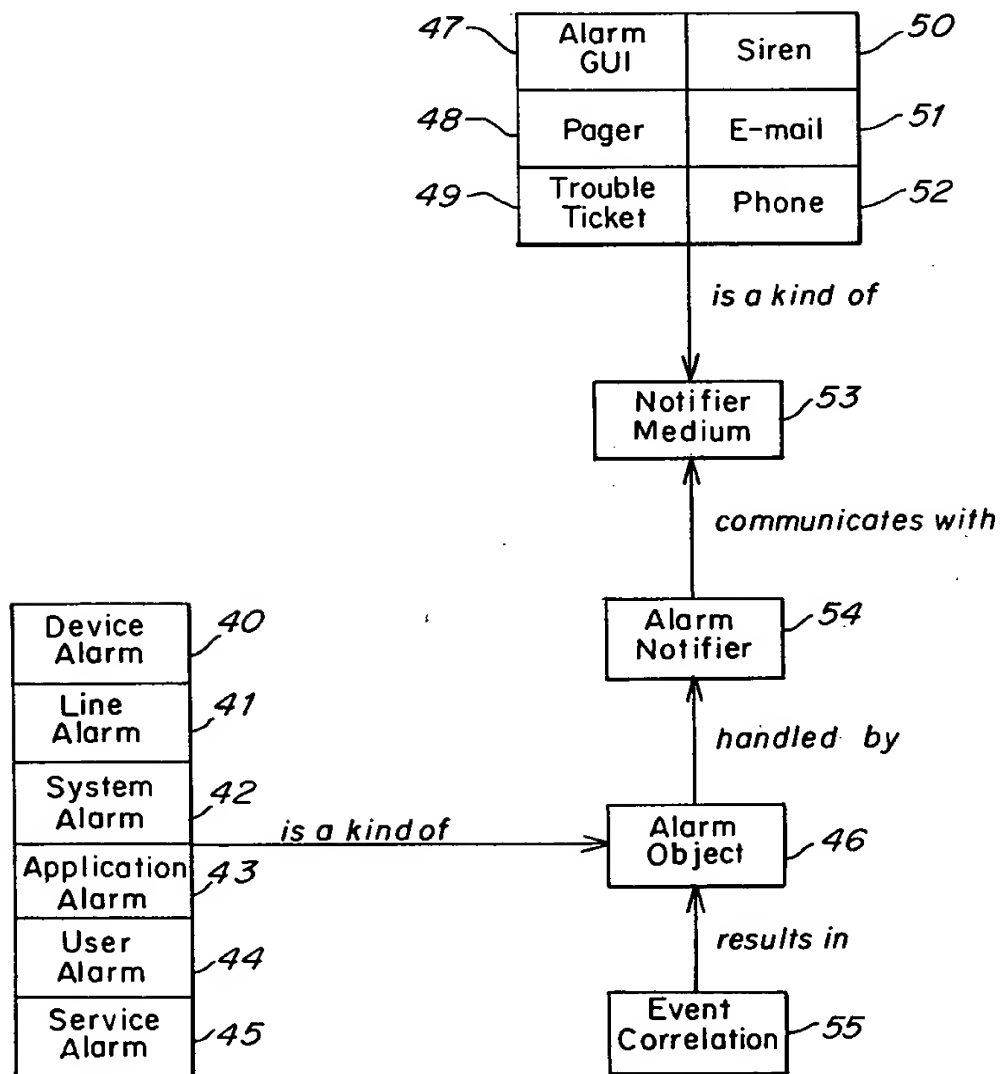


Fig. 3

3/21

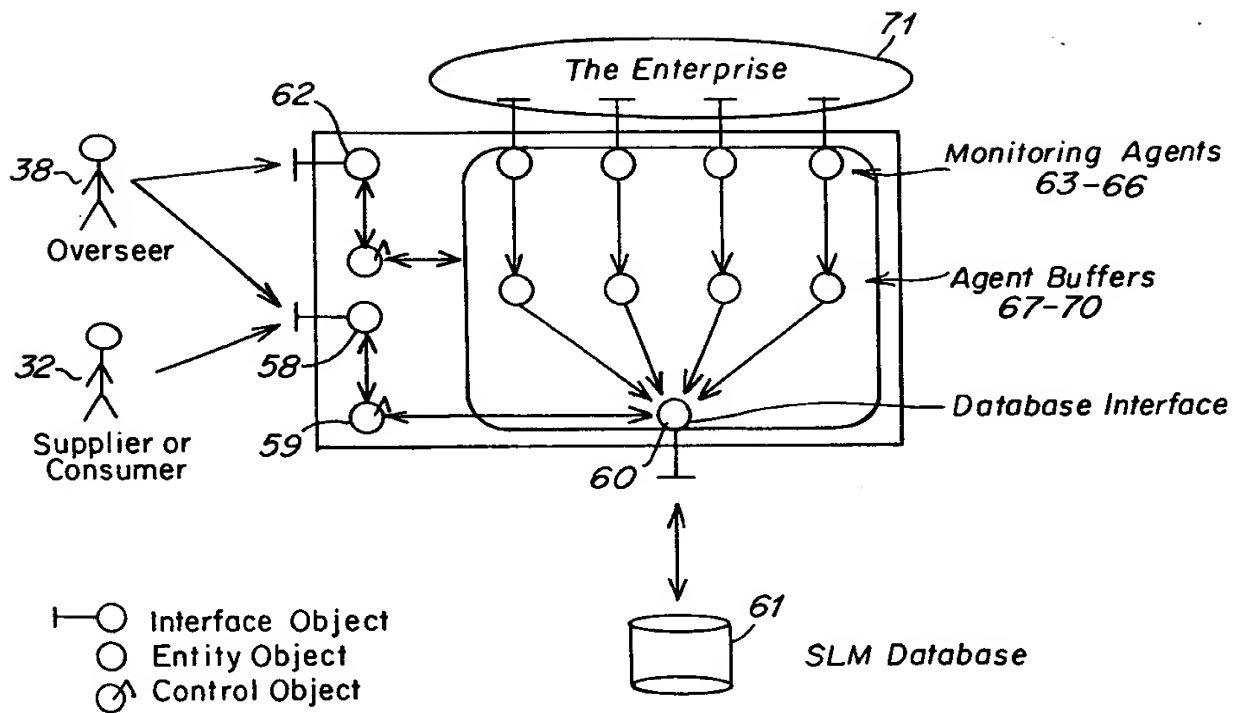


Fig. 4

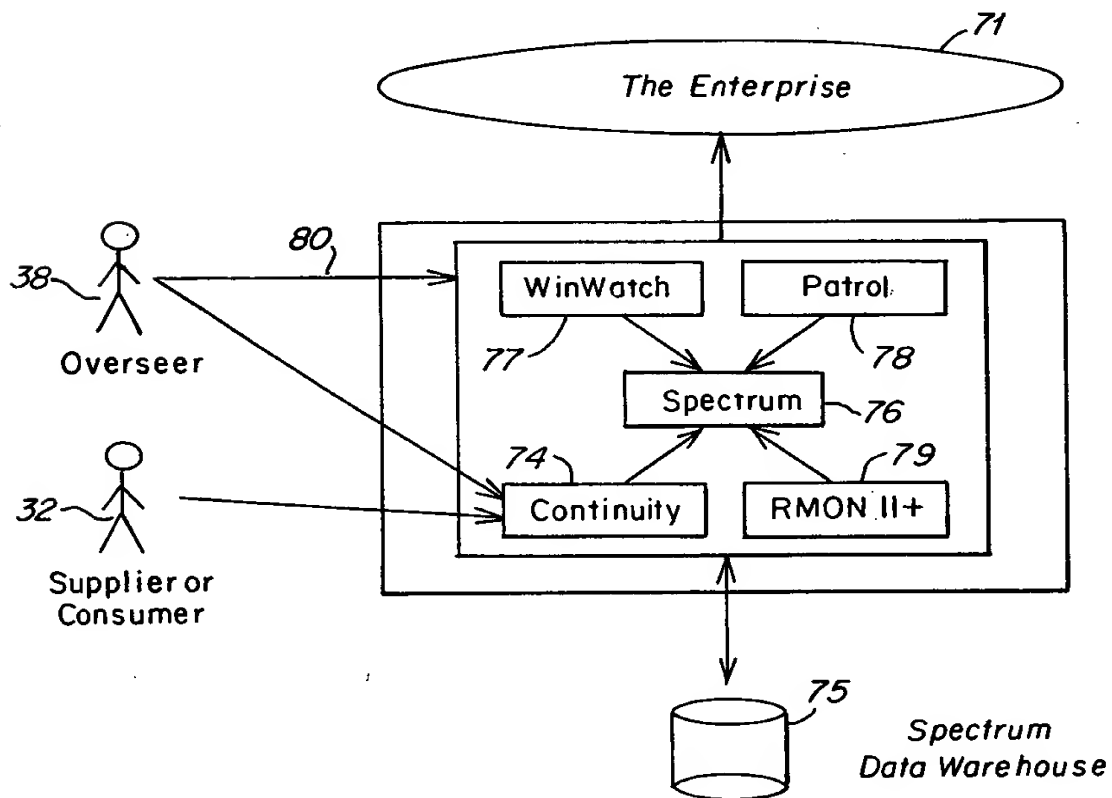


Fig. 5

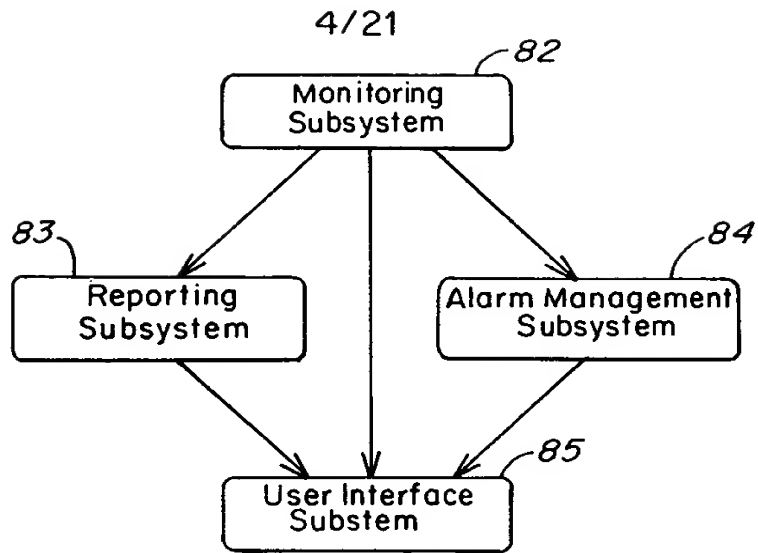


Fig. 6

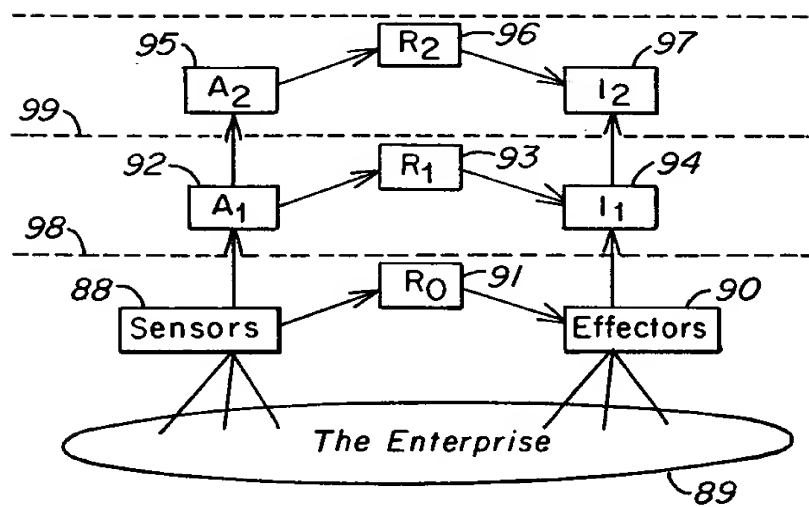


Fig. 7

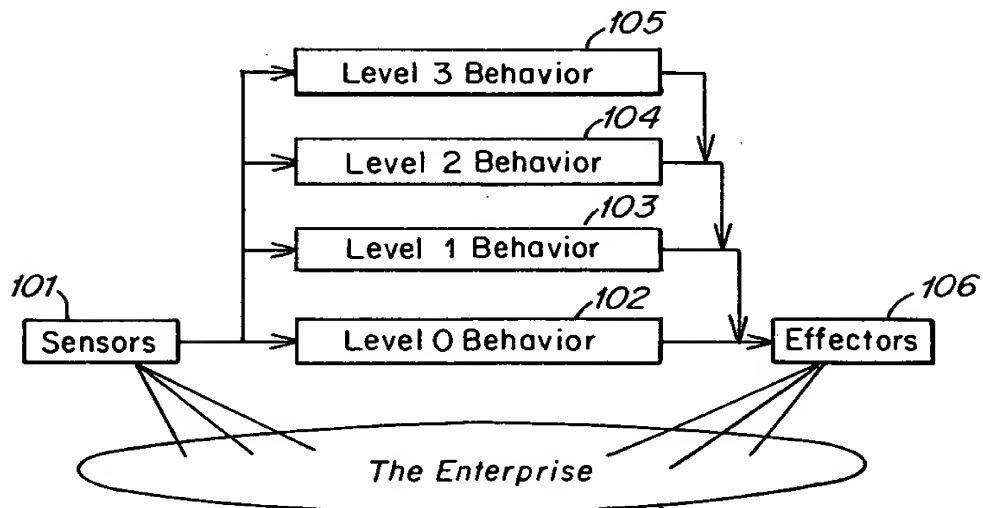


Fig. 8

Level 2 Abstraction,
Reasoning, Instruction

Level 1 Abstraction,
Reasoning, Instruction

Level 0 Abstraction,
Reasoning,
Instruction

Monitoring

Auto
Control

Human
Control

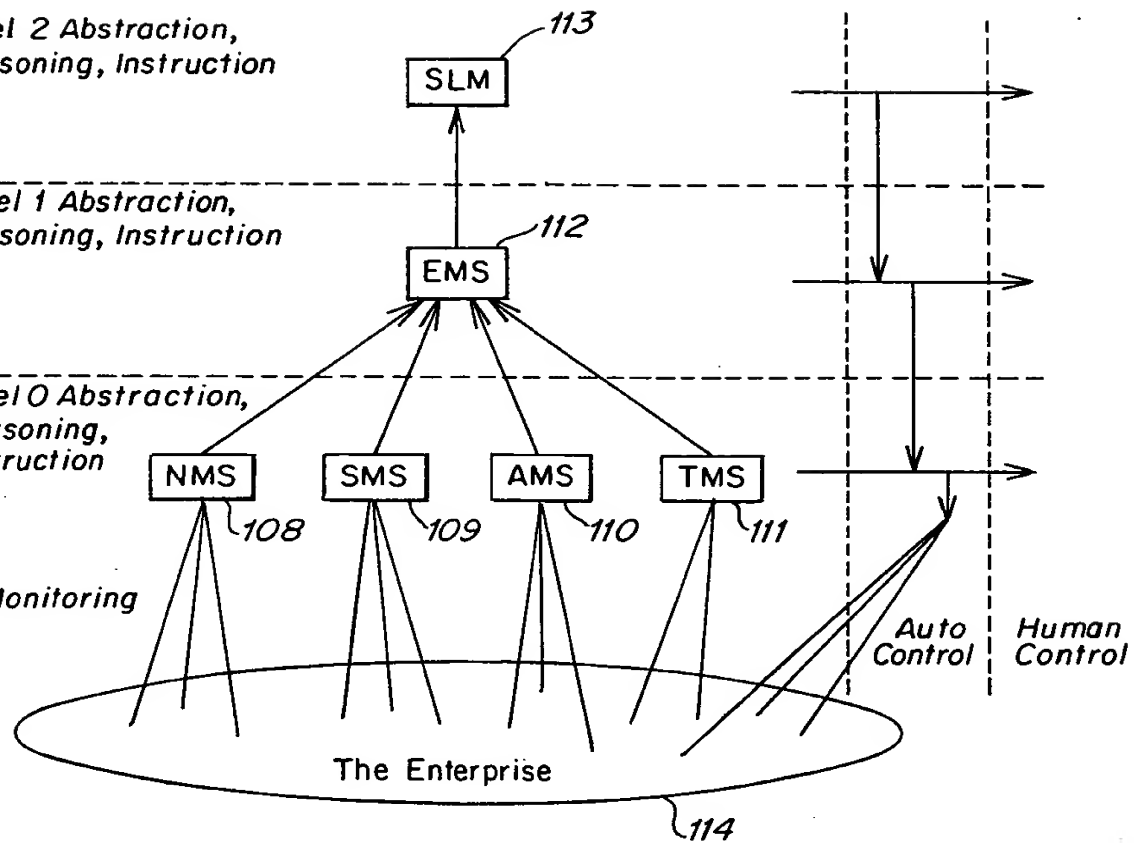


Fig. 9

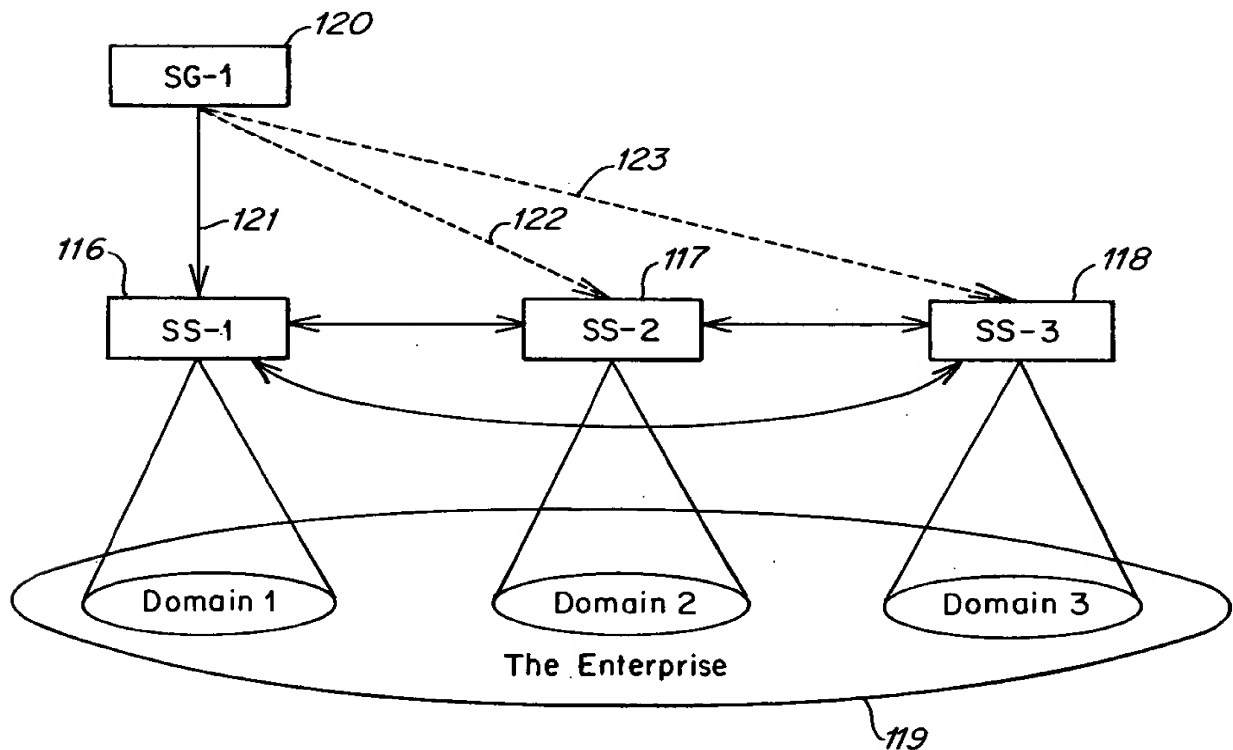
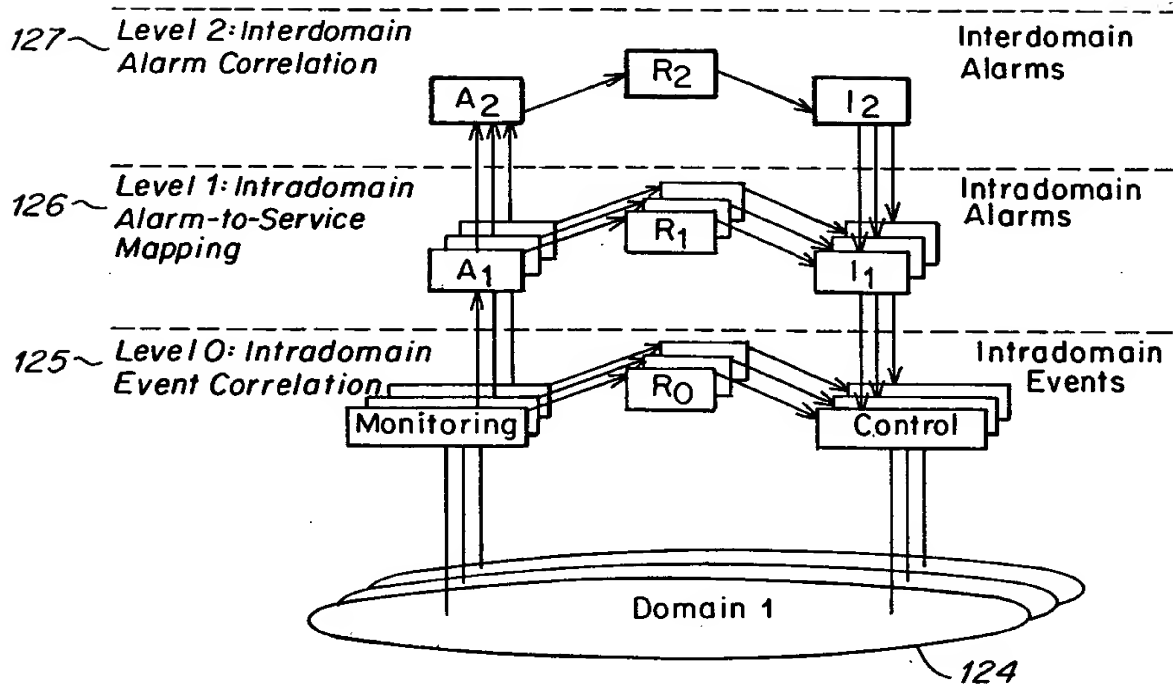
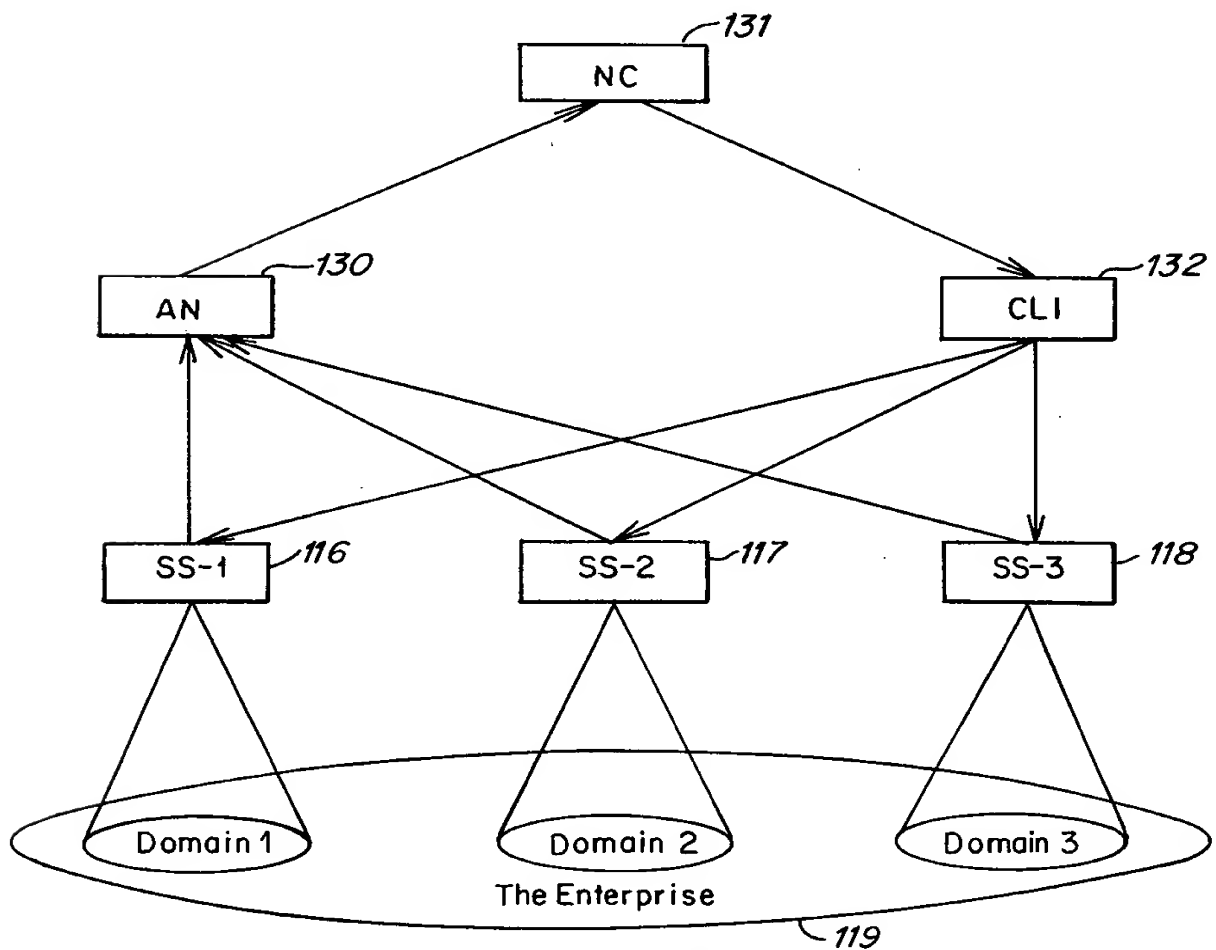


Fig. 10

*Fig. 11**Fig. 12*

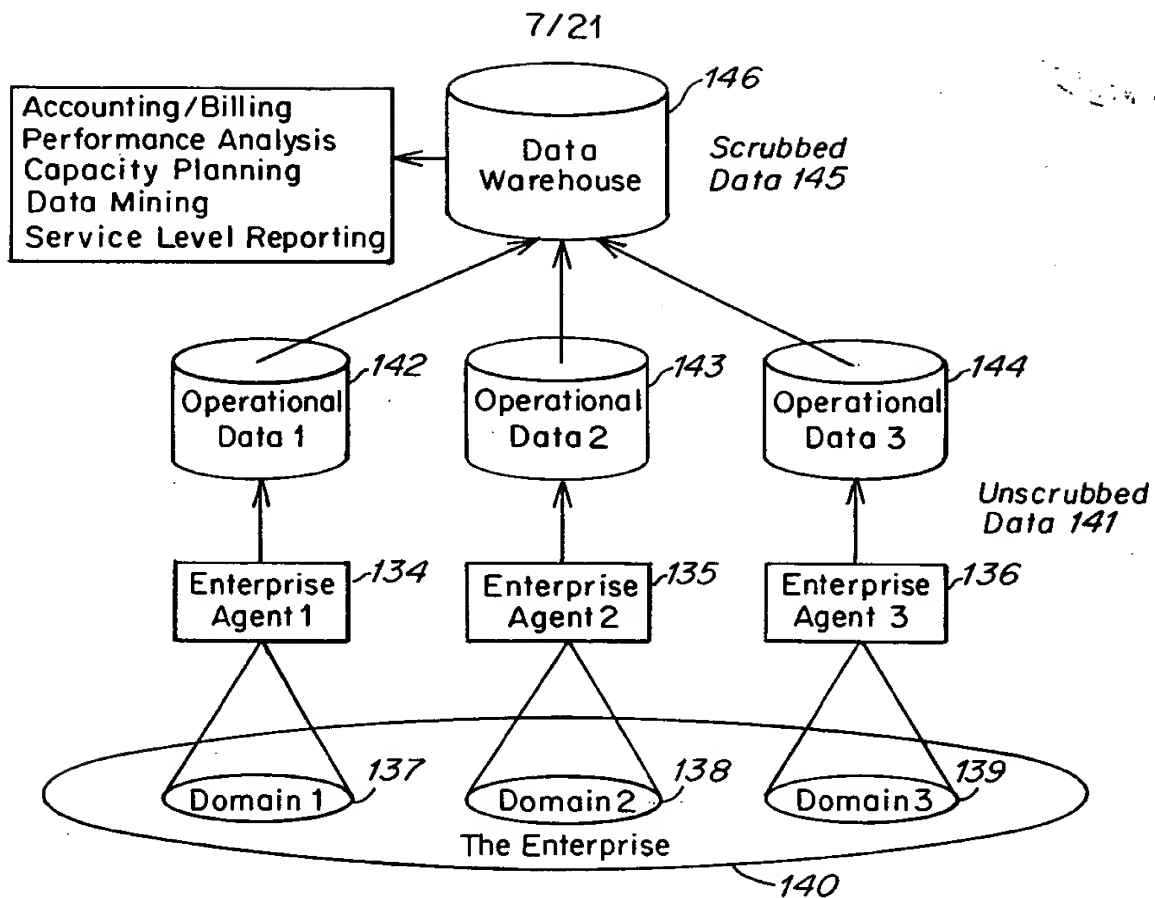


Fig. 13

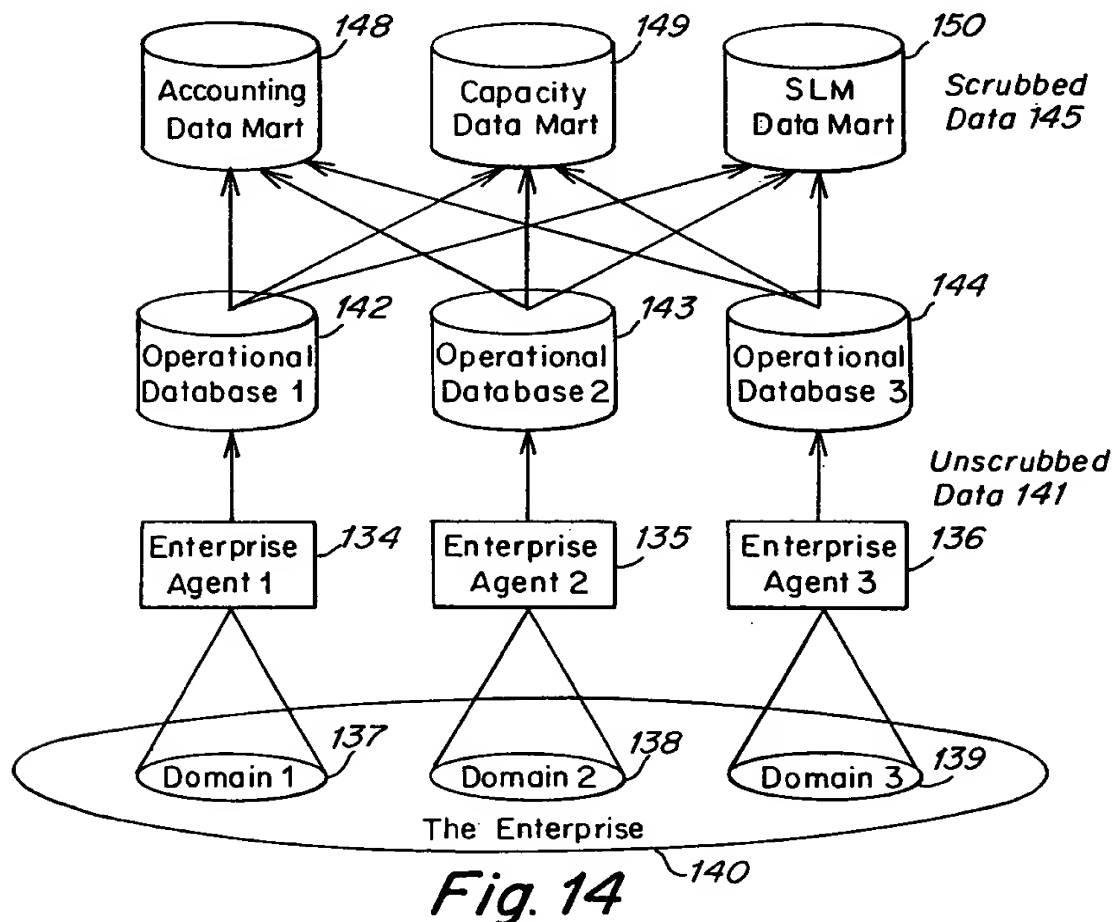


Fig. 14

8/21

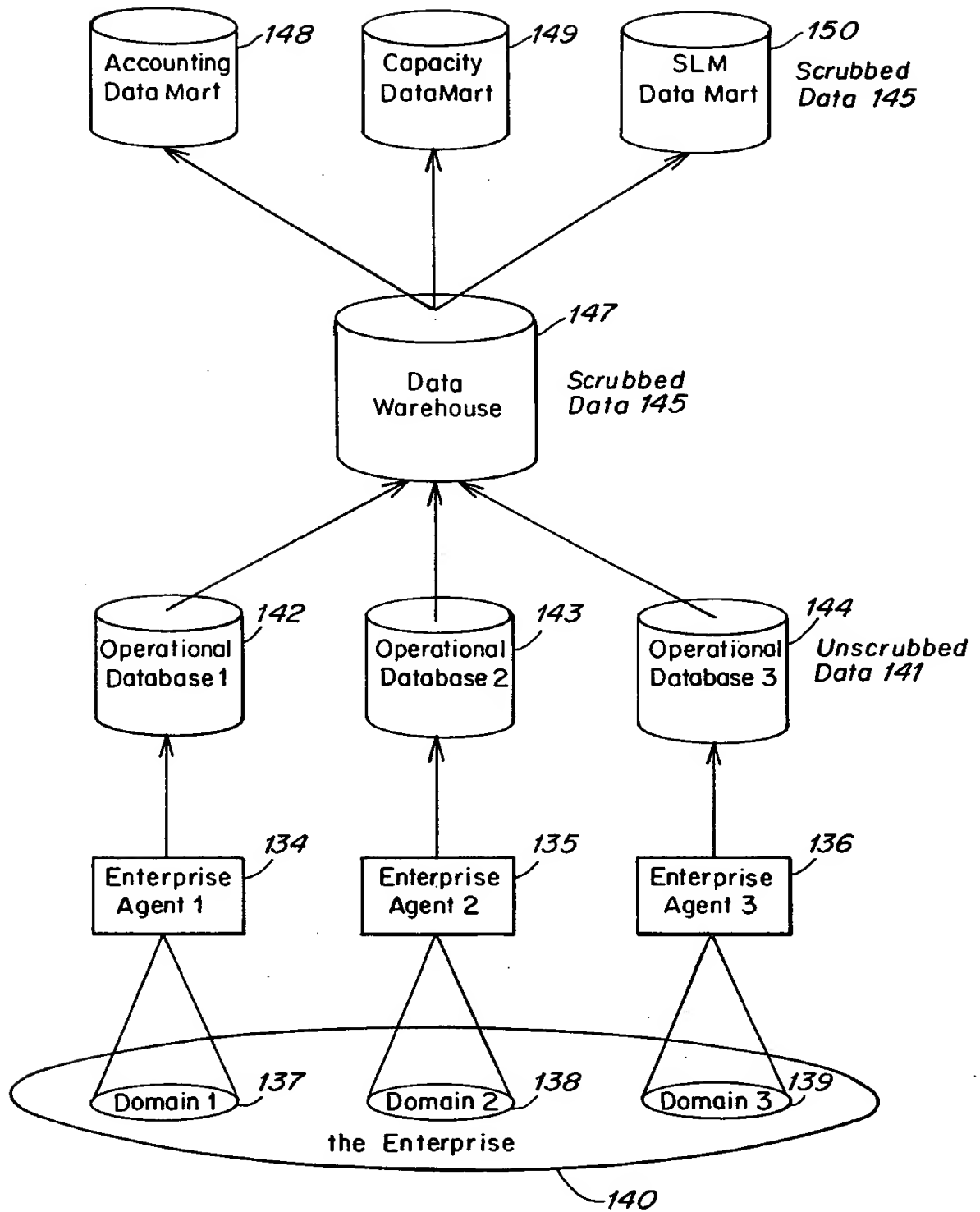
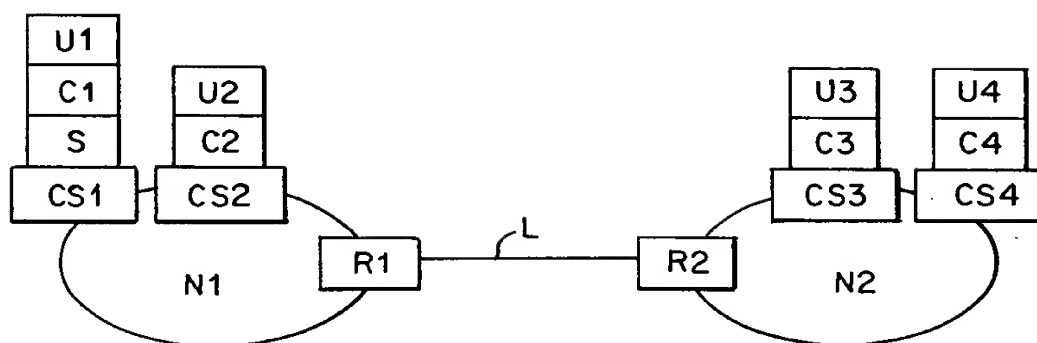
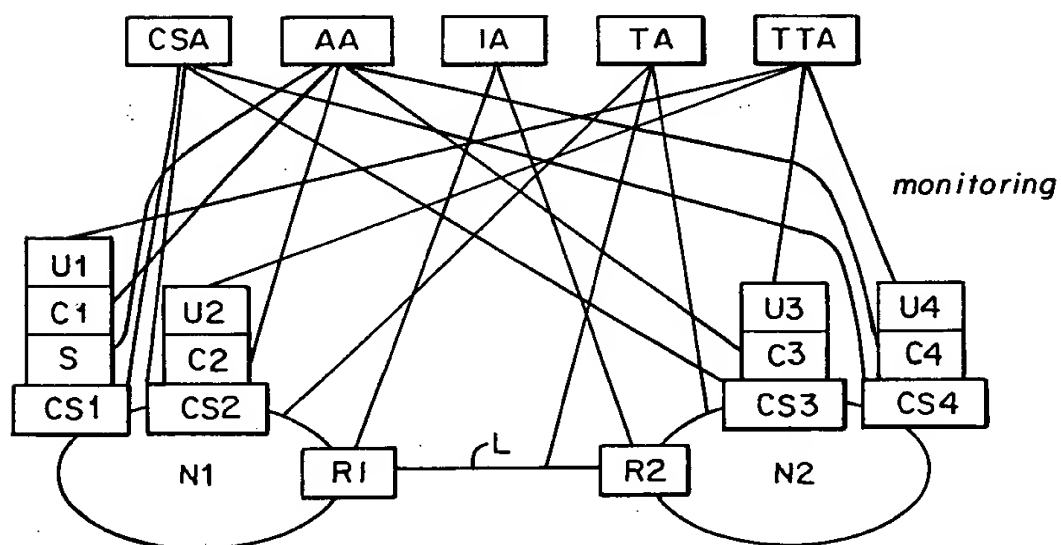


Fig. 15

*Fig. 16**Fig. 17*

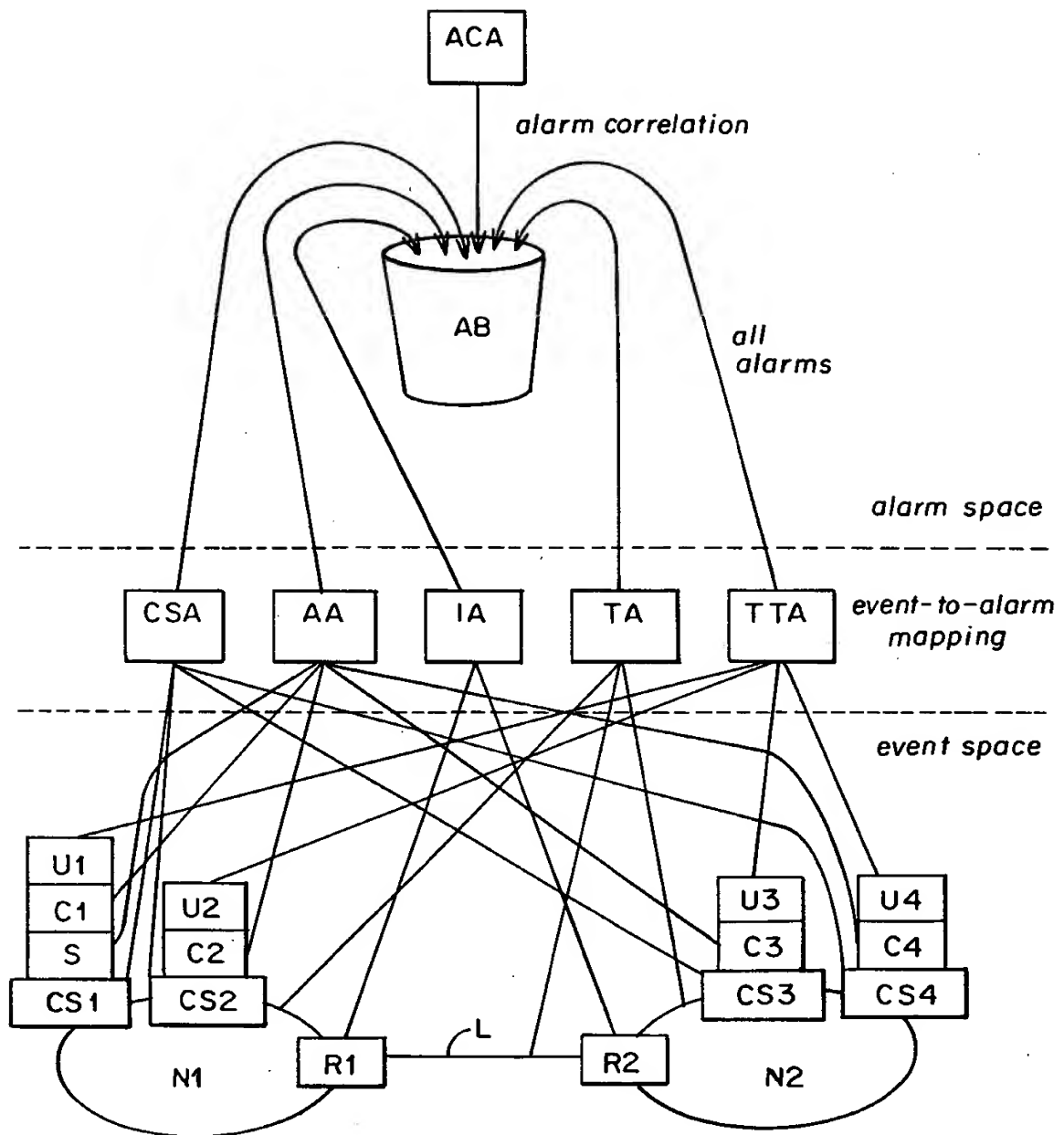


Fig. 18

11/21

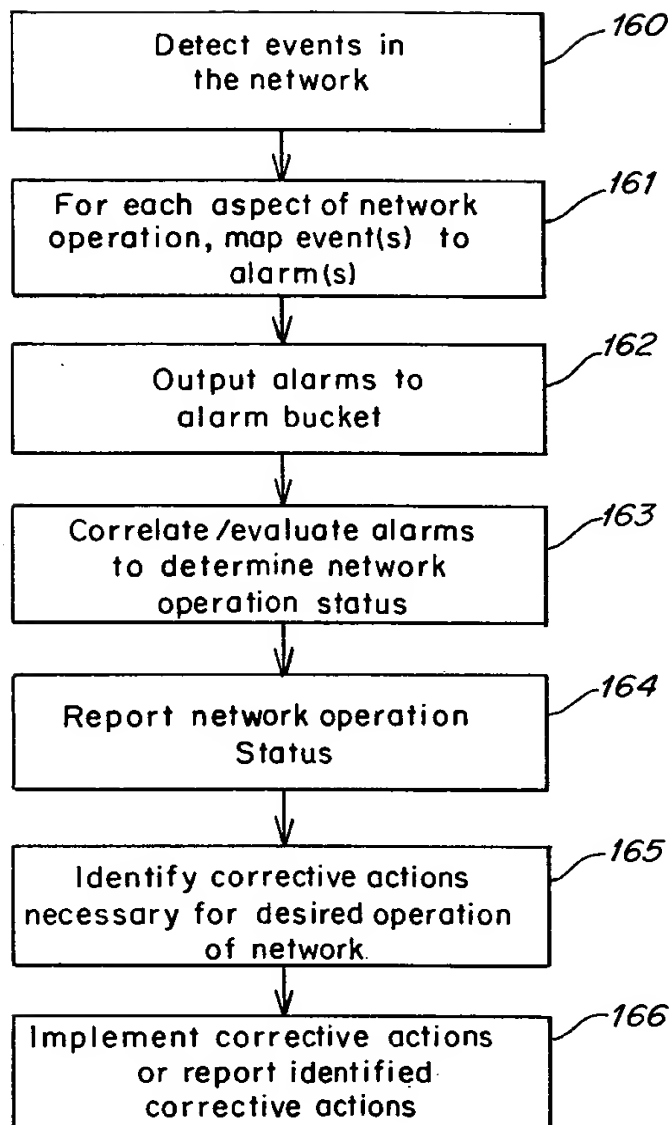


Fig. 19

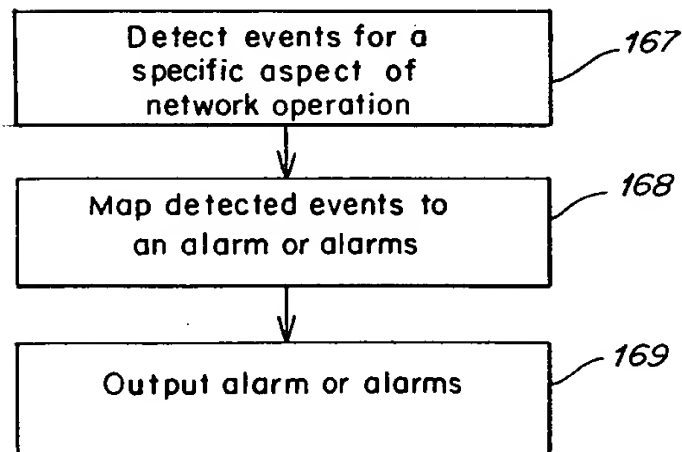


Fig. 20

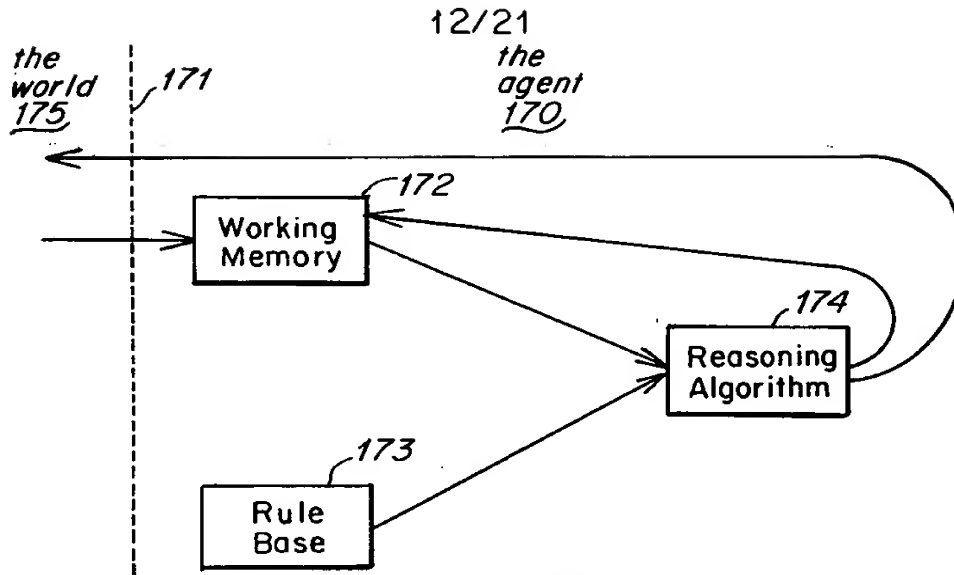


Fig. 21

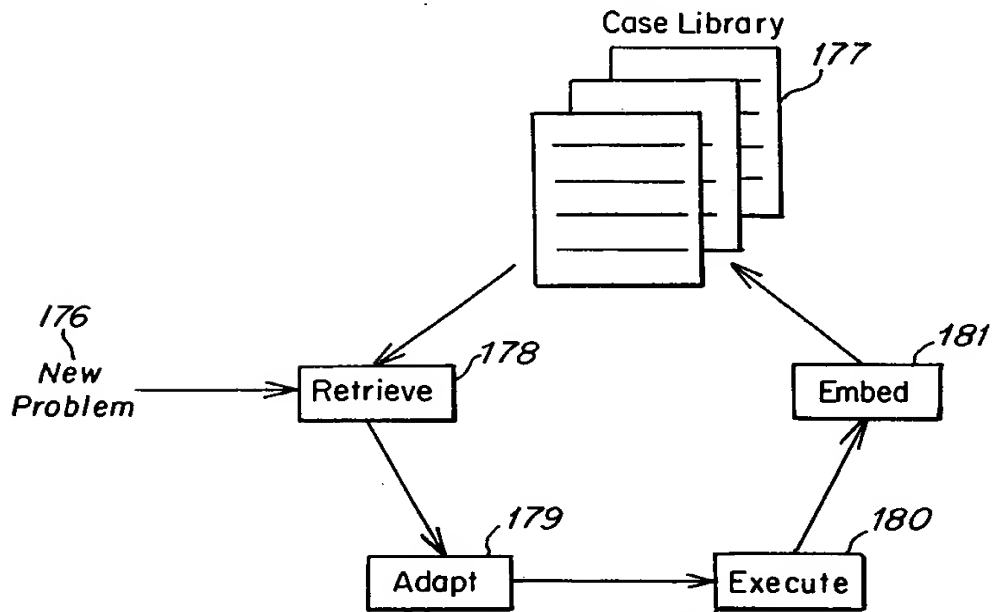


Fig. 22

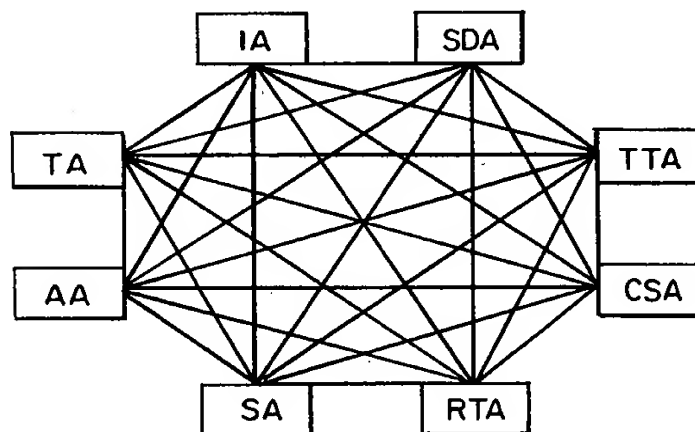
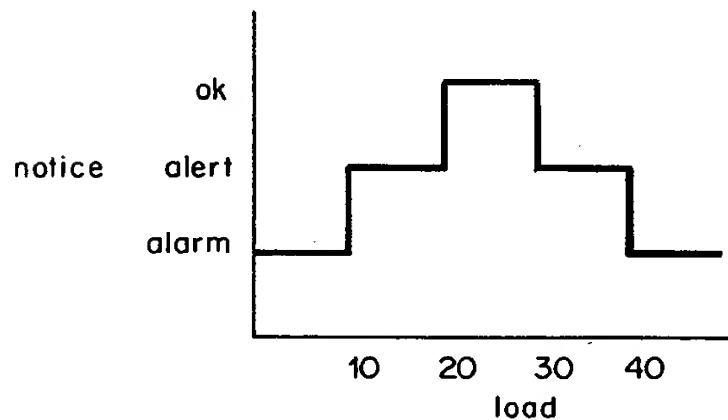
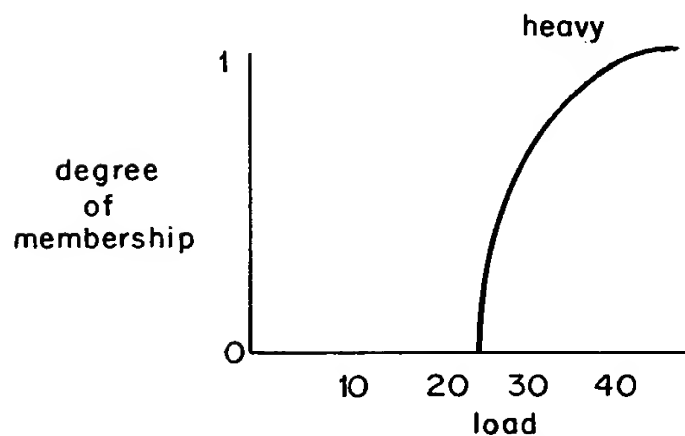
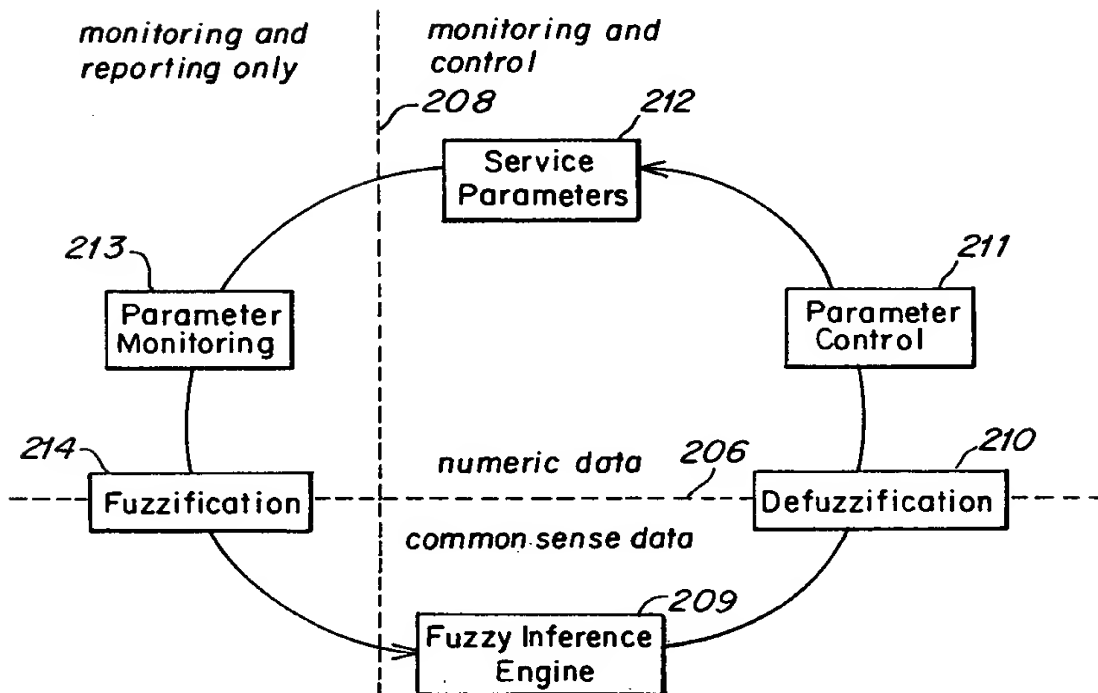
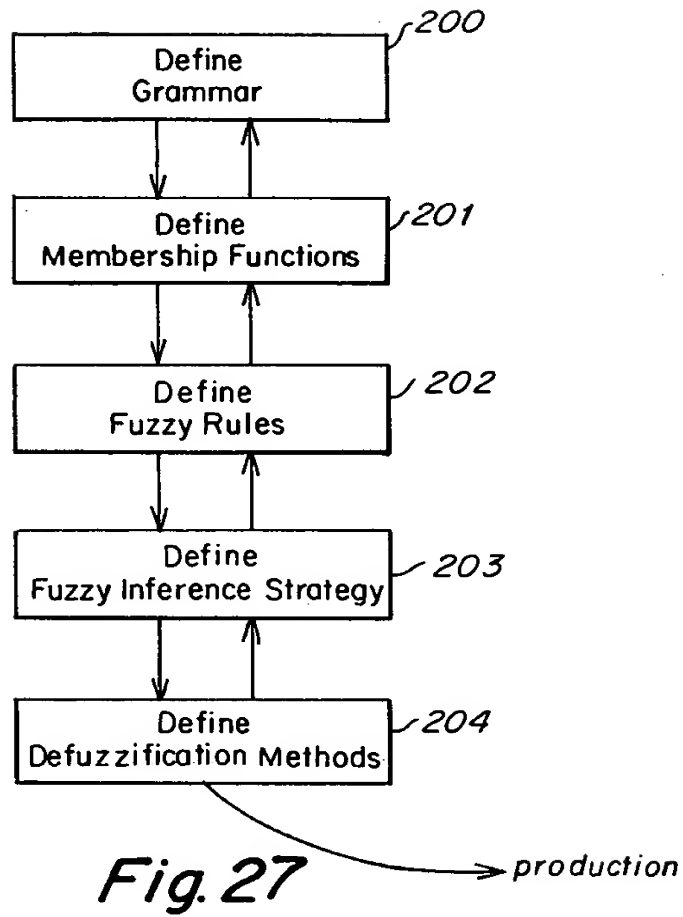


Fig. 23

190

Friday January 5 2001 191			
	Service 1	Service 2	Service 3
Seattle			
Bldg 1	Up	Up	Down, up at 12 PM
Bldg 2	Down 8-10PM	Down 8-10PM	Down 8-10PM
Bldg 3	Up (Slow)	Up	Up
Sydney			
Bldg 1	Up	Up	Down, up ?
Bldg 2	Up	Up (slowly)	Up
⋮			

Fig. 24*Fig. 25**Fig. 26*



15/21

possible influences on SP ²²⁵ target ²²⁴

	P1	P2	P3	P4	P5	...	PN	SP
t1	---	---	---	---	---	---	---	---
t2	---	---	---	---	---	---	---	---
t3	---	---	---	---	---	---	---	---
t4	---	---	---	---	---	---	---	---
t5	---	---	---	---	---	---	---	---
t6	---	---	---	---	---	---	---	---
.								
.								

Fig. 29a

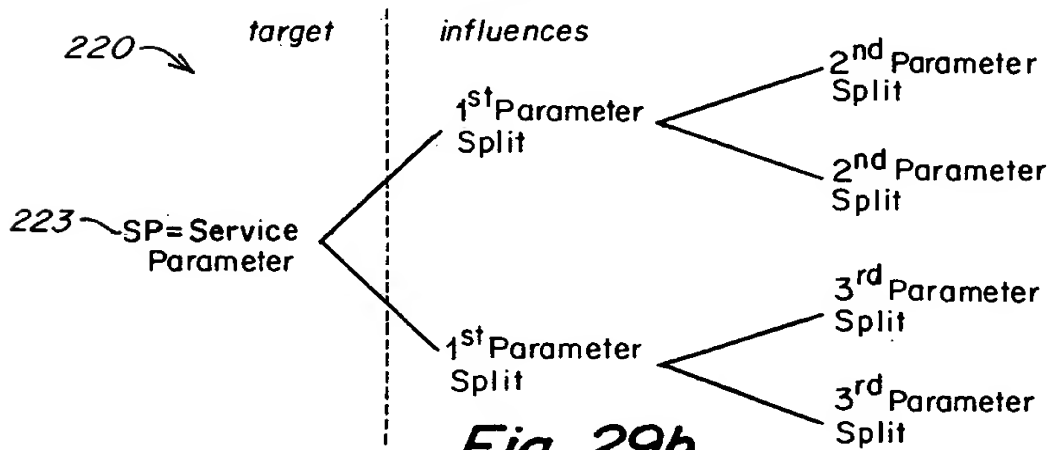


Fig. 29b



Fig. 30

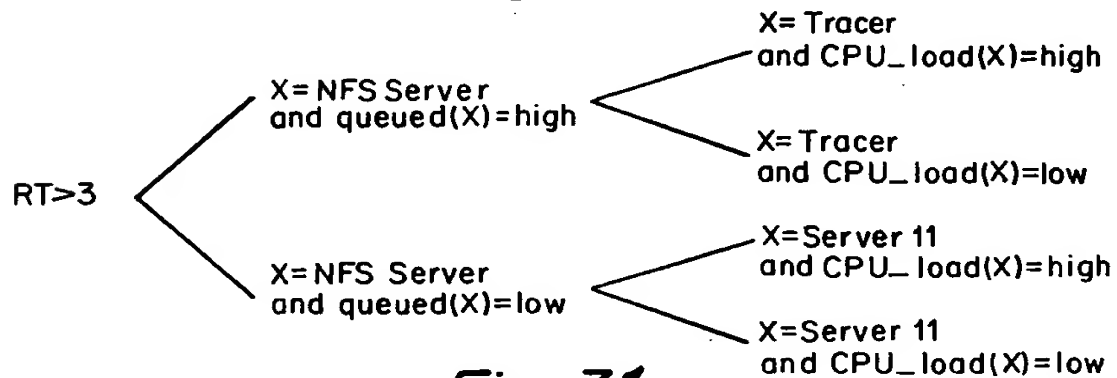


Fig. 31

Service Agreement with XYZ Server Form						
Name Address Phone Email						
Policies						
Availability	___ (select 90-100%)				\$___	
Response Time	___ (select 2-5 sec)				\$___	
Security	___ (select high- med-low)				\$___	
Integrity	___ (select high- med-low)				\$___	
					Total: \$___	
<div style="display: flex; justify-content: space-between;"> <i>Go Back</i> <i>(Month)</i> <i>Go Forward</i> </div>						
Default: Availability___ Response time___ Security___ Integrity___						
<div style="display: flex; justify-content: space-around;"> Send Cancel </div>						

Fig. 32

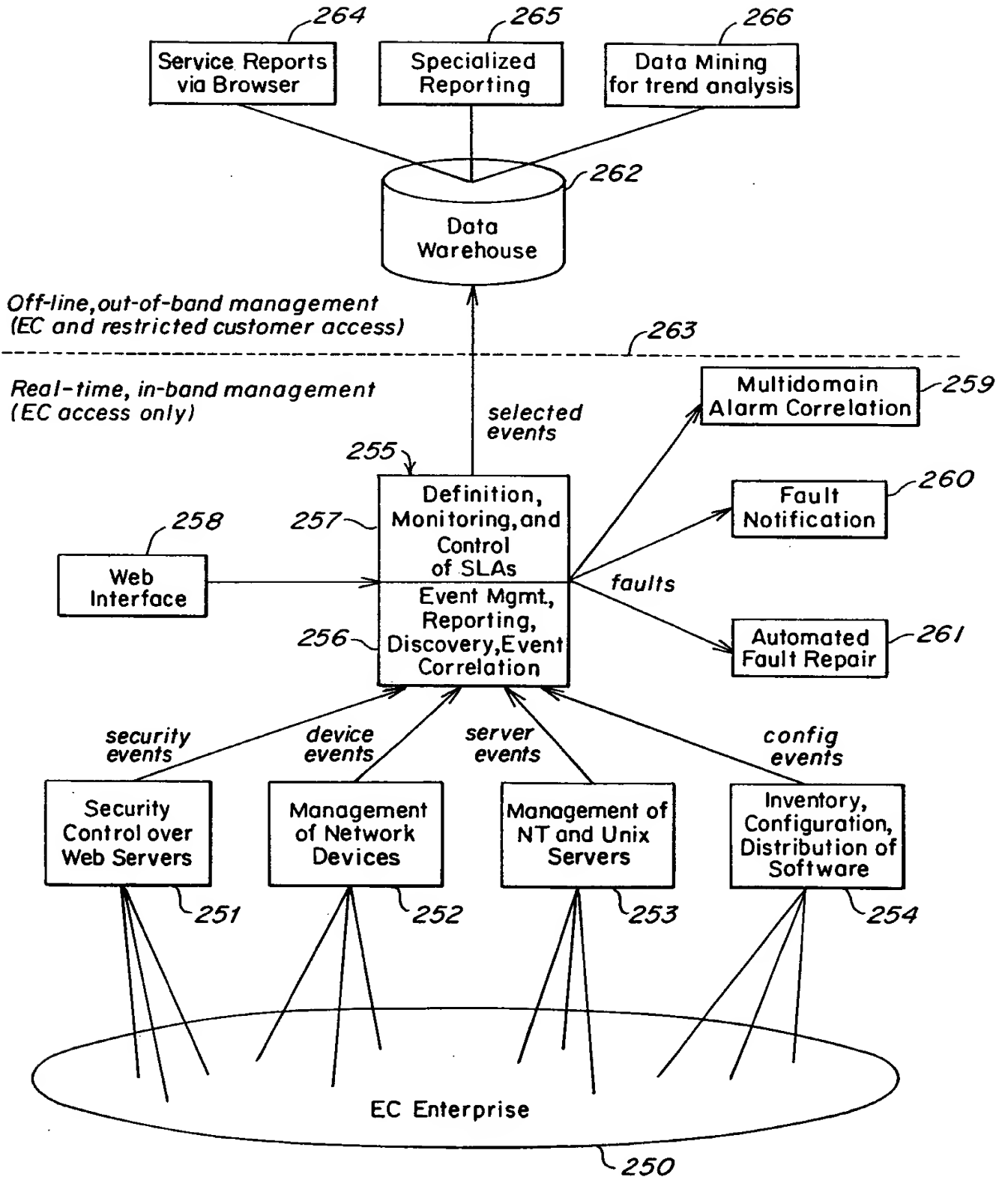
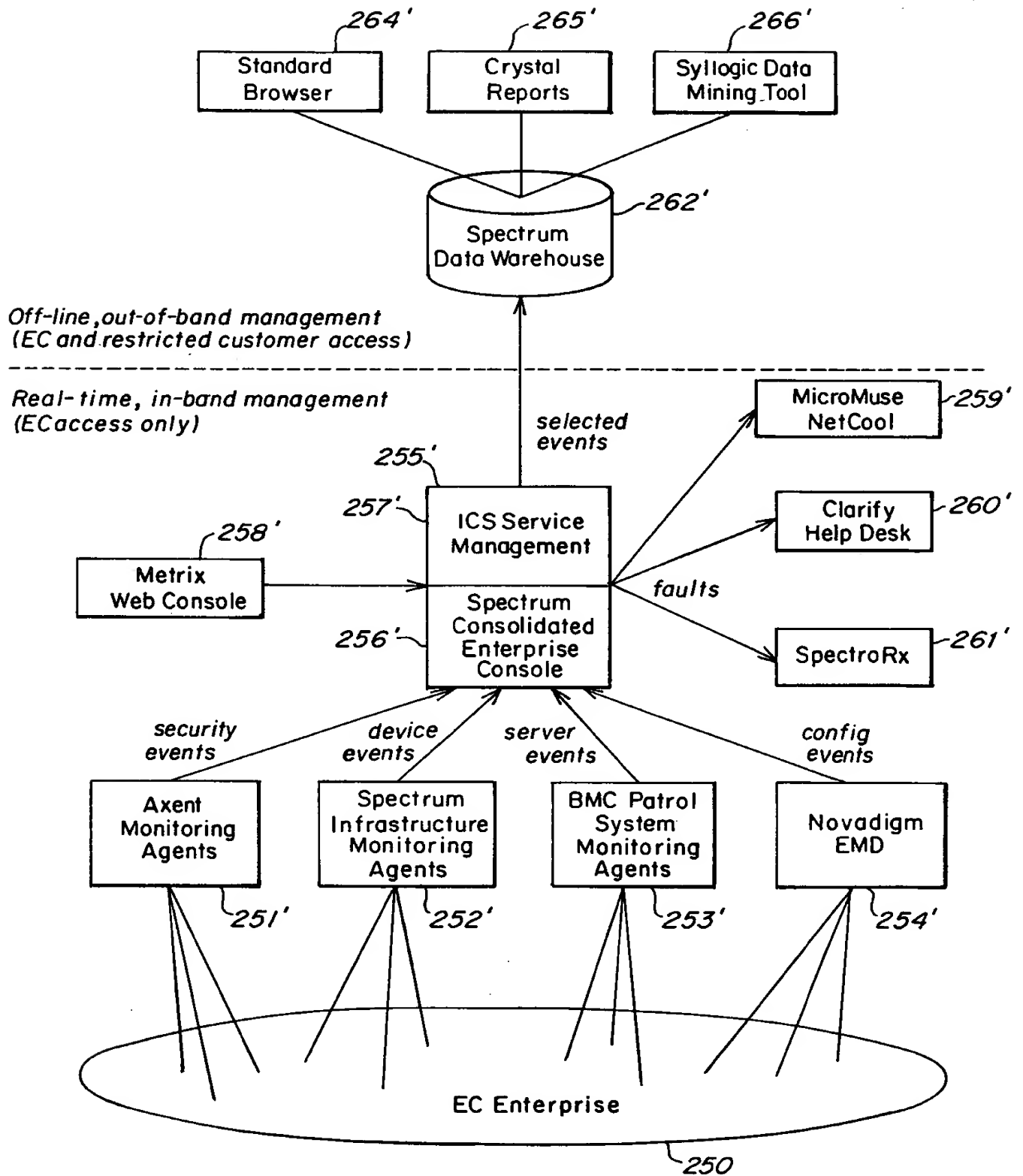


Fig. 33

*Fig. 34*

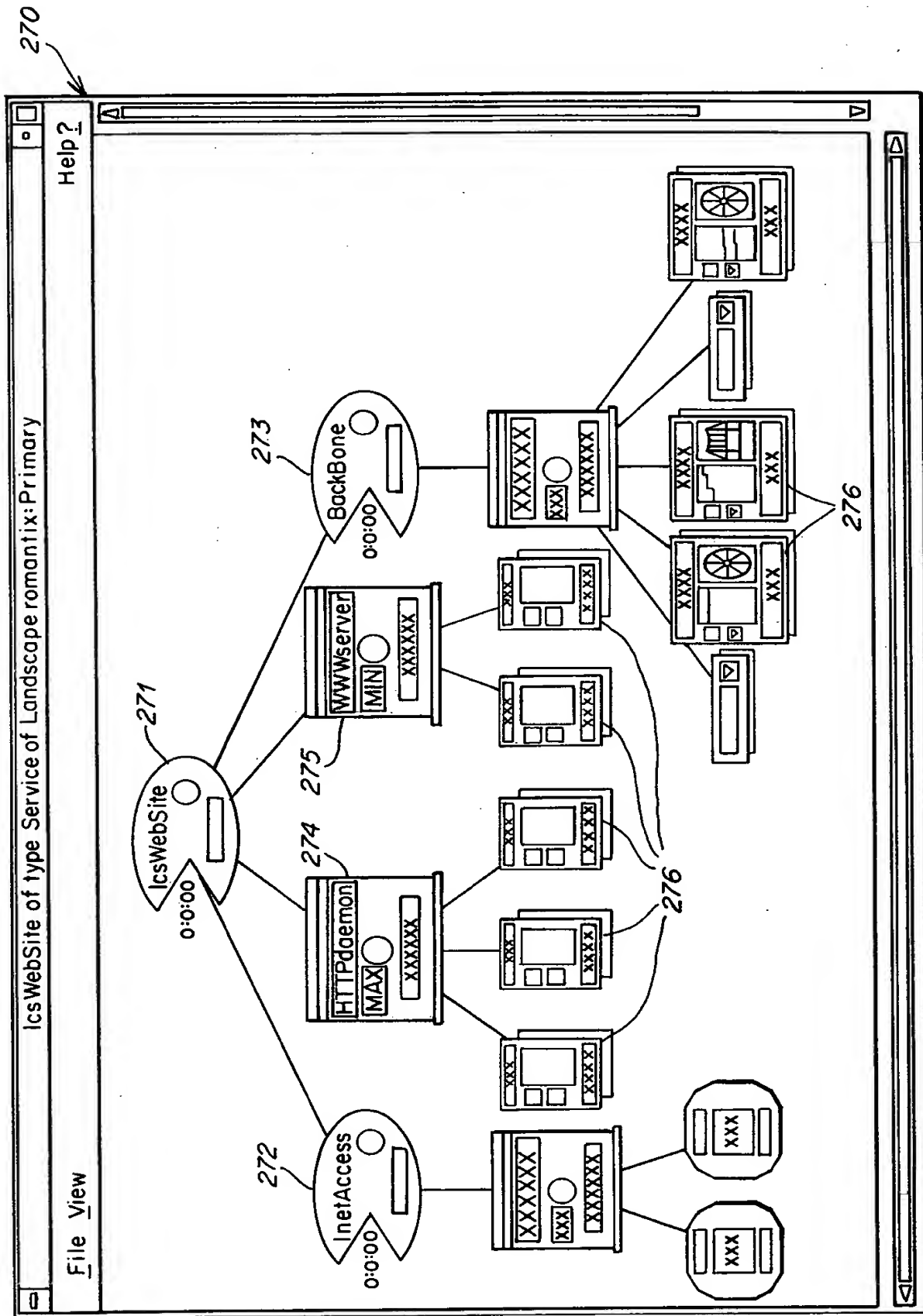


Fig. 35

281

IT for Dev of type SLA of Landscape romantix: Primary ☐ Help ?

File View

SLA Activity View

Monday from 08:30 hrs to 17:30 hrs
 Tuesday from 08:30 hrs to 17:30 hrs
 Wednesday from 08:30 hrs to 17:30 hrs
 Thursday from 08:30 hrs to 17:30 hrs
 Friday from 08:30 hrs to 16:00 hrs
 Saturday from 00:00 hrs to 00:00 hrs
 Sunday from 00:00 hrs to 00:00 hrs
 Holiday from 00:00 hrs to 00:00 hrs

Holiday Dates
 1,1,1,5,3,10,25,12,26,12

280

ICS IT SLA_Container of Landscape ☐ Help ?

File View

Service Level Agreements
 xxx xxx

282

Monitor Definition

Monitor Name: Downtime per week

Alarm Counter
 xxxxxx xxxxxx xxxxxx

Unavailability
 xxxxxx xxxxxx

Fixed Period
 xxxxxxxxxxxxxx

Rolling Period
 xxxxxxxxxxxxxx

283

if any threshold has been exceeded create an Alarm with Severity 100

Create Monitor

Cancel

Fig. 36

21/21

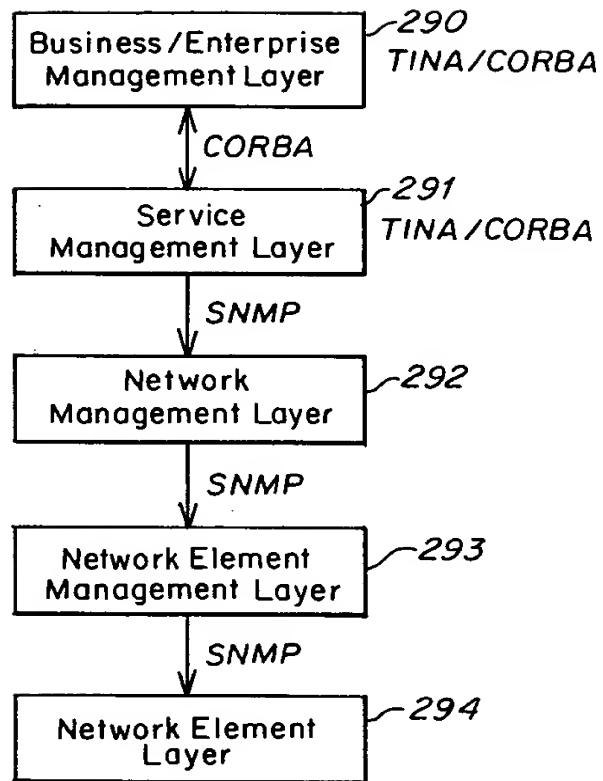


Fig. 37

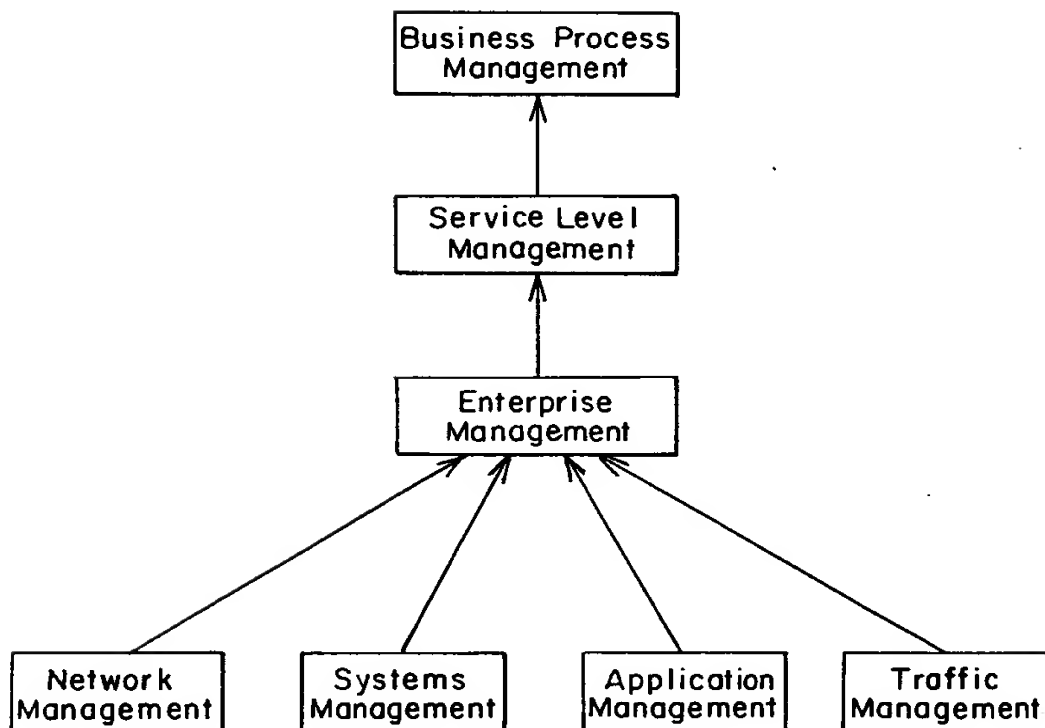


Fig. 38